## 2003-05 Performance Progress Report For Quarter Ending 9/30/2003

Agency 550

### **State Convention and Trade Center**

To improve the Convention Center's profit position.

#### Mission

Goal

To provide our guests with a distinctive convention facility, operated with an unparalleled standard of service and courtesy achieved through the professional and caring actions of our staff, and to generate civic and economic benefits for the citizens of the state of Washington.

Performance Measure	Number of even							
		Fiscal Year 2005						
Output Estimate	Quarter 1	Quarter 2	Quarter 3	<b>Quarter 4</b> 450	Quarter 5	Quarter 6	Quarter 7	Quarter 8
Actual								
Date Measured								
Goal	To provide econ	omic benefits	to the people o	of the state of	Washington.			
Performance Measure	Number of atten			de Center eve	ents.			
		Fiscal \	/ear 2004 ———		Fiscal Year 2005			
<b>Output</b> Estimate	Quarter 1	Quarter 2	Quarter 3	<b>Quarter 4</b> 441,000	Quarter 5	Quarter 6	Quarter 7	<b>Quarter 8</b> 420,000
Actual								
Date Measured								
		highest nossi	ble standards	-ft		nually evaluate	a customar s	- C- <b>(</b> C
Goal	Operate with the and quality servi			of customer s	ervice. Contii	idally evaluati	e custoffier s	atistaction
Goal  Performance  Measure		ice performand	ce.			-		
Performance	and quality servi	ice performand	e. f WSCTC gue			-		
Performance	and quality serving By survey respo WSCTC.	ice performand inse, percent o the 1999-2001 bier	ce. f WSCTC gue			ery satisfied"	with their visi	
Performance Measure	and quality serving By survey respo WSCTC.  * To be tracked in to the serving and the serving	ice performance inse, percent of the 1999-2001 biel Fiscal \	ce.  f WSCTC gue  nnium.  /ear 2004	sts who are "s	satisfied" or "v	ery satisfied" v	with their visi Year 2005	t to
Performance	and quality serving By survey respo WSCTC.	ice performand inse, percent o the 1999-2001 bier	ce. f WSCTC gue			ery satisfied"	with their visi	t to Quarter 8
Performance Measure Outcome	and quality serving By survey respo WSCTC.  * To be tracked in to the serving and the serving	ice performance onse, percent of the 1999-2001 bief Cuarter 2	ce.  f WSCTC gue  nnium.  /ear 2004	sts who are "s	satisfied" or "v	ery satisfied" v	with their visi Year 2005	

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Performance Measure	By survey response, percent of clients who would return to book another event at WSCTC.												
	* Add measure for 1999-2001 biennium												
	Fiscal Year 2004			Fiscal Year 2005									
Outcome	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 5	Quarter 6	Quarter 7	Quarter 8					
Estimate		90%		90%		90%		90%					
Actual													
Date Measured													